



EXTERNAL

VCCP UK PRIVACY AND COOKIES NOTICE 2024

Who Are We?

This website and our services are provided by VCCP Holdings Limited (“VCCP”). The privacy of our clients and wider website users and the security of their personal information is very important to us and this notice provides information about what we collect, how we use it and how long we keep it. VCCP complies with its obligations under applicable UK Data Protection Legislation (including the UK GDPR and the Data Protection Act 2018) by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by assuring that appropriate technical measures are in place to protect personal data.

We may change our privacy notice from time to time. If we make changes to this privacy notice we will post those changes on the homepage and other places deemed appropriate so that you are aware of what information we may collect. We reserve the right to modify this privacy notice at any time, so please review it frequently.

If you do not agree with the way your personal information will be used, please do not use our website.

Third Party Websites

For your convenience, our website and the provision of our services contains links to a number of other websites, both inside and outside the VCCP group of companies. The cookie, privacy policies and procedures described here do not apply to those sites; you will need to check those sites directly for information on their use of cookies, data collections and distribution policies.

What Personal Information Do We Collect?

VCCP will only collect personally identifiable data, such as your name or email address when it is voluntarily submitted to us at this website or via links provided by us. VCCP will use this information to comply with your request for information or as otherwise disclosed to you when you submit your information. We may ask you to complete surveys we use for research purposes, though you are not obliged to respond or complete them. If you apply to us for any employment, the Recruitment Privacy Notice set out below will apply to your application.

VCCP does not knowingly collect personally identifiable data from children under the age of 13 and does not target its website to children under 13. If you are under 13 and want to ask us a question or use the site in a way that means you have to provide any personal information, please ask your parent or guardian to contact us or provide the information instead.

How Do We Use Your Personal Information?

Use	Legal Basis For Processing
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To send you information, updates or newsletters if you ask to receive them.	Consent – We will only ever do this if you expressly consent to receive these communications. You can withdraw consent at any time.
To conduct reviews of our services from our clients	<p>Consent – We will obtain your consent to use your data for the purposes required, you can withdraw your consent at any time.</p> <p>Legitimate interest – we need to be able to hold your contact details to send the appropriate links to you and may require analysis of the survey results by a VCCP group company or its trusted partners to improve our services to clients.</p>
Replying to questions you may ask us about VCCP.	Legitimate Interest - we need to be able to hold your contact details to adequately reply to you.
To consider applications for employment	Legitimate interest – we need to be able to review your personal data to assess your suitability for a role and to be able to contact you throughout the process. You can withdraw from the process and withdraw your consent at any time during the recruitment.

To withdraw your consent from any of the above, please email gdpr@vccp.com.

Use of Third Party Processors

If we make use of any third party provider in the provision of any services we shall, if required, ensure that you are notified at the time you supply your personal data of the identity of such supplier and, where necessary, ensure that they provide their own privacy notice for your information and consent.

How Long Do We Retain Your Personal Data?

Recruitment data will be retained in accordance with our Recruitment Privacy Notice.

All other personal data collected will only be kept as long as is strictly necessary for the purposes described and will be deleted in accordance with our internal retention policies unless we seek your consent to retain it longer, or as otherwise permitted or required by law.

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Transfer Of Data

We may share your data with our other offices located outside the United Kingdom, (including the EEA, USA and Australia). If we are unsure as to the adequacy of any protection of your personal data, we will put in place standard contractual clauses (“SCCs”) such as the International Data Transfer Agreement (“IDTA”) or the UK Addendum to the EU SCCs or similar contractual requirements to safeguard your interests. VCCP uses ‘Google Workplace’ incorporating Google Mail and Google Drive for its email and file storage. As such, email data, folders and documents may be stored on servers outside the United Kingdom or EEA. VCCP has put in place SCCs with Google to ensure adequate safeguards of data.

We will not otherwise transfer any personally identifiable information you provide at this website to any other third party unless otherwise disclosed to you. We also reserve the right to disclose your personally identifiable information where necessary to protect our rights and/or to comply with a judicial proceeding, court order or legal process served on this website.

Non-personal information collection and use

In common with many commercial organisations we monitor the use of this website by collecting aggregate information. We may automatically collect non-personal information about you such as the type of internet browsers you use, the pages you visit or the website which directed you to our site. You cannot be identified from this information and it is used only to assist us in providing an effective service on this website.

Use of cookies

Cookies are small files which are sent to your web browser and stored on your computer’s hard drive and our website uses them to distinguish you from other users of our website. Other tracking technologies such as pixels and beacons operate in a similar way. Some cookies are temporary, such as ‘session cookies’ which remain in your browser until you leave the website, others are ‘persistent cookies’ and remain on your device until you erase them or they expire. You may set your web browser to notify you of cookie placement requests or to decline cookies completely. You can delete the files that contain cookies; those files are stored as part of your internet browser. If you disable cookies, certain functions of our website may not function properly or be available.

We use the following cookies:

Strictly Necessary:

These cookies are essential for our website to function properly. They ensure basic functionality and security features of the website. You can disable these types of cookies but it may affect your ability to use our website.

Performance:

These cookies allow us to measure the visitors to our website and analyse the way they interact with our website. This can help us in measuring the performance of our website and make improvements to deliver a better browsing experience. This data is aggregated and anonymous.

Functionality Cookies:

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We may also use functionality cookies to recognise returning website visitors and remember your settings and preferences to provide you with a tailored experience. This data may be anonymous.

Security of your personal data

We have implemented technologies and policies with the objective of protecting your privacy from unauthorised access and improper use and will update these measures as appropriate as new technologies become available.

Access and corrections

If you are a resident of the UK, EEA or Switzerland, you have a right to request access to personal data which is held about you. You also have the right to require any inaccuracies in your information to be corrected.

Who is responsible for personal information collected on this site?

If you have any questions about VCCP's privacy notice or any personal data we may hold, please email ITHelpdesk@vccp.com and gdpr@vccp.com. If you have a complaint about your personal data rights and reside in the UK, EEA or Switzerland, you can contact your local data protection authority.